



GistIt™ for BlackBerry™

Client User Guide

Version 1.5



SRA International, Inc.
4300 Fair Lakes Ct
Fairfax, Virginia 22033

Table Of Contents

TABLE OF CONTENTS	2
TABLE OF FIGURES.....	3
1 INTRODUCTION.....	4
1.1 GISTIt FEATURES	4
1.2 GISTIt ON YOUR BLACKBERRY	4
2 GISTIT CLIENT FOR BLACKBERRY	5
2.1 ACCESSING GISTIt FROM THE BLACKBERRY MAIL APPLICATION.....	6
2.1.1 <i>Using GistIt with BlackBerry OS 2.1</i>	6
2.1.2 <i>Attachment Viewing</i>	6
2.1.3 <i>Using GistIt with BlackBerry OS 2.0</i>	7
2.1.4 <i>Example: ‘Summarize Body’</i>	8
2.1.5 <i>Using the Formatted Viewer</i>	9
2.2 USING GISTIt FEATURES THROUGH THE MAIN BLACKBERRY SCREEN	11
2.2.1 <i>Navigating the GistIt interface</i>	11
2.2.2 <i>Setting GistIt Preferences</i>	12
2.2.3 <i>Directory Service Lookup</i>	13
2.2.4 <i>Requesting an Update to your GistIt client</i>	15
2.3 USING GISTIt WITHOUT THE CLIENT SOFTWARE	16
2.3.1 <i>GistIt Manual Commands</i>	16
2.3.2 <i>View attachment example</i>	17
3 GATHERING GISTIT INFORMATION FOR TROUBLESHOOTING.....	18
3.1 DETERMINING APPLICATION VERSIONS.....	18
3.1.1 <i>GistIt DLL Version</i>	18
3.1.2 <i>GistIt Update Version</i>	18

Copyright 2000 - 2002 SRA International, Inc.
GistIt is a trademark of SRA International, Inc.
The BlackBerry and RIM families of related marks, images and symbols are exclusive properties of and trademarks of
Research In Motion Limited - used by permission

Table of Figures

Figure 2-1 Selecting GistIt menu	6
Figure 2-2 GistIt Mail Menu commands	7
Figure 2-3 Sample results of GistIt Formatted Viewing Request (text, slides, spreadsheet).....	7
Figure 2-4 GistIt address listing.....	8
Figure 2-5 GistIt menu item.....	8
Figure 2-6 Available GistIt commands.....	9
Figure 2-7 Sending the GistIt request to the server	9
Figure 2-8 GistIt Application Navigation.....	12
Figure 2-9 Select preferences from the GistIt menu.....	12
Figure 2-10 GistIt Preferences screen.....	13
Figure 2-11 GistIt application screen with pop-up for data entry.....	13
Figure 2-12 Directory Lookup result	14
Figure 2-13 Open Directory Lookup attachment.....	14
Figure 2-14 Open Directory Lookup attachment.....	15
Figure 2-15 Save contact in BlackBerry address book.....	15
Figure 2-16 Activating an update	16
Figure 2-17 View attachment request entered into message body	17

1 Introduction

GistIt for BlackBerry brings *Intelligent Messaging* to the BlackBerry by providing a new set of tools for your BlackBerry. GistIt increases the functionality of BlackBerry in the enterprise by delivering tools that enable the business user to gain full access to their corporate systems.

1.1 GistIt Features

Formatted viewing of attachments – Users can access to the content of an e-mail attachment. GistIt converts the latest versions of more than 250 attachments formats - including Microsoft Office documents, WordPerfect, HTML and PDF - and enables viewing of spreadsheets, slides and fonts.

Directory look-up – Query your enterprise directory to retrieve contact information for people in the enterprise by specifying a last and/or first name.

Summarization – Using the latest in natural language understanding technology, GistIt recognizes and extracts the most important sentences in a message or attachment to build a summary that enables quick scanning of important content.

View URL – Enter a web address to view or have GistIt find Web links embedded in an e-mail. GistIt then retrieves the Web page and returns the textual content through an e-mail.

Email update – The GistIt client can be updated by having the server email new features and menus to the client.

1.2 GistIt on your BlackBerry

The GistIt client for BlackBerry has been designed to take advantage of BlackBerry's easy-to-use interface. The GistIt client provides easy access to all features offered by the GistIt system. Installing the client provides two ways to access GistIt: First, GistIt has been added to the normal e-mail menu within the BlackBerry inbox. Second, there is a new icon on the BlackBerry main screen to enable access to other, non-mail related features (e.g. directory look-up). Please refer to the *GistIt Client Install Guide* for more information on how to install GistIt.

GistIt's features can also be accessed without the installing the client. Please see section 2.3 for more details.

2 GistIt Client for BlackBerry

Important Note: *If you currently have a BlackBerry 5800 series please go to section 2.3 – Using GistIt without the client.*

As mentioned above, the GistIt client for BlackBerry, hereafter referred to as “the client”, has two major components. First, any actions taken directly on an email (e.g. attachment viewing or summarization) will be done through a menu integrated with the BlackBerry mail application. The GistIt menu option appears within the standard mail application. Second, you can access GistIt from the main BlackBerry screen for non-mail related actions (e.g. Directory look-up or URL fetch). Below is a complete list of features and access methods from the GistIt client.

Feature	Location	Notes
View Formatted Text	Inbox → Menu → GistIt Menu	Returns attachments as a formatted email for viewing on the BlackBerry. Each attachment is returned in a separate message. Requires GistIt 1.5 client.
View Plain Text	Inbox → Menu → GistIt Menu	Returns attachments as plain text in the body of a separate email. Each attachment is returned in a separate message.
Summarize Body	Inbox → Menu → GistIt Menu	Summarizes the email message body. Summary length is set in preferences (Section 2.2.2).
Summarize Attachments	Inbox → Menu → GistIt Menu	Summarizes all attachments. Each summary is returned as a separate email. Summary length is set in preferences (Section 2.2.2).
Summarize All	Inbox → Menu → GistIt Menu	Summarize both message body and attachments
Find & Fetch URLs	Inbox → Menu → GistIt Menu	Look through the email for the first URL and returns the textual content of the web page in an email.
Directory Lookup	GistIt Application (Main screen)	Queries corporate directory to retrieve contact information. User can query by partial or full last name/first name. Returns contact information in email body. Also returns an attachment that can be saved directly to the BlackBerry address book.
View URL	GistIt Application (Main screen)	Prompts the user to enter a full web address. GistIt then retrieves web page and returns the textual content in an email.

2.1 Accessing GistIt from the BlackBerry Mail Application

The method for accessing GistIt depends on the version of the BlackBerry client being used. Below we give an example of how to use each interface. System administrators have the ability to alter the features available to the user, so not all features described may be accessible.

Please note: There are several common BlackBerry Operating systems in use today. The GistIt client for BlackBerry works with RIM operating system versions 2.0 and 2.1. GistIt will work differently depending on the RIM operating system used.

2.1.1 Using GistIt with BlackBerry OS 2.1

GistIt is integrated with the standard BlackBerry mail application - a GistIt option has been added to the standard set of menu choices. All GistIt messaging features are accessible from this single menu. The GistIt menu system dynamically lists the features available. The GistIt menu options may change based on the contents of the message. For example, the 'View Attachments' option will only appear if there is an attachment on the message.

After you open a message and would like to use GistIt, simply click the thumbwheel, scroll down to the GistIt option and click the thumbwheel. The GistIt submenu will appear with the features available for use on this message. Scroll to your selection and click the thumbwheel to send the command to the server. A message will be emailed back to you with the results. Below are some examples of specific features.

2.1.2 Attachment Viewing

1. From your mail application, find the message you want to act upon and open it.
2. Once open, you'll need to bring up the mail menu by clicking on the thumb wheel.
3. Select the "GistIt" menu entry (See Figure 2-1).

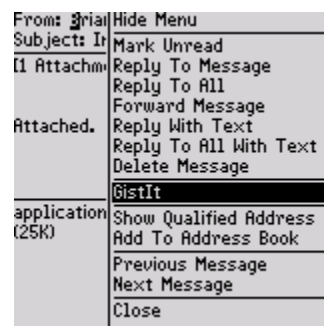


Figure 2-1 Selecting GistIt menu

- You will now see a menu that displays the available GistIt commands (Figure 2-2).



Figure 2-2 GistIt Mail Menu commands

- For this example we will select the ‘View formatted Text’ command from our list of options. To select a command, scroll down to highlight the command and then click the thumb wheel to select.
- GistIt automatically sends your request to the server.
- The GistIt server will return an email that has a specially formatted attachment. This message has the same subject line as the original message preceded by a GI:. This will enable you to correlate the response to your original message.
- Open the message returned from GistIt. The message will contain a specially formatted attachment that is automatically rendered within the GistIt client viewer. Figure 2-3 contains examples of a formatted text document, a spreadsheet and a presentation that were requested from GistIt. (Auto-open is a user preference, please see section 2.2.2 for more details.)

TES.doc [1/1]	FOSE_presentation.ppt [2/5]	AO: Age\Qrtr [1/3]																																							
Overview SRA Client Services has developed the following instructions to assist with the installation of SRA's copy of Microsoft Office XP. The summary and instructions that follow will go over the installation and will provide you with the information needed to confirm that your PC will run Office XP	GistIt is an enterprise solution for BlackBerry that delivers applications which enable mobile users to communicate effectively What is GistIt? - Platform: Scalable and extensible behind the firewall operations - Features: market driven business solutions - Partnerships: industry leading partners offering component technologies	<table> <tr> <th>Age\Qrtr</th><th>Q2-Q1</th><th>Q2-Q2</th></tr> <tr> <td>0-5</td><td>1.5M</td><td>1.7M</td></tr> <tr> <td>6-12</td><td>1.2M</td><td>1.3M</td></tr> <tr> <td>13-15</td><td>7.2M</td><td>9.5M</td></tr> <tr> <td>16-18</td><td>5.6M</td><td>6.8M</td></tr> <tr> <td>19-21</td><td>5M</td><td>5.7M</td></tr> <tr> <td>22-25</td><td>4.8M</td><td>5.1M</td></tr> <tr> <td>26-30</td><td>4M</td><td>4.5M</td></tr> <tr> <td>30-35</td><td>5.2M</td><td>5.7M</td></tr> <tr> <td>36-40</td><td>5M</td><td>5.7M</td></tr> <tr> <td>40-45</td><td>4.8M</td><td>5.1M</td></tr> <tr> <td>46-50</td><td>4M</td><td>4.5M</td></tr> <tr> <td>50+</td><td>5.2M</td><td>5.7M</td></tr> </table>	Age\Qrtr	Q2-Q1	Q2-Q2	0-5	1.5M	1.7M	6-12	1.2M	1.3M	13-15	7.2M	9.5M	16-18	5.6M	6.8M	19-21	5M	5.7M	22-25	4.8M	5.1M	26-30	4M	4.5M	30-35	5.2M	5.7M	36-40	5M	5.7M	40-45	4.8M	5.1M	46-50	4M	4.5M	50+	5.2M	5.7M
Age\Qrtr	Q2-Q1	Q2-Q2																																							
0-5	1.5M	1.7M																																							
6-12	1.2M	1.3M																																							
13-15	7.2M	9.5M																																							
16-18	5.6M	6.8M																																							
19-21	5M	5.7M																																							
22-25	4.8M	5.1M																																							
26-30	4M	4.5M																																							
30-35	5.2M	5.7M																																							
36-40	5M	5.7M																																							
40-45	4.8M	5.1M																																							
46-50	4M	4.5M																																							
50+	5.2M	5.7M																																							

Figure 2-3 Sample results of GistIt Formatted Viewing Request (text, slides, spreadsheet)

2.1.3 Using GistIt with BlackBerry OS 2.0

On the older versions of the BlackBerry operating system GistIt cannot automatically send the selected commands to the GistIt server. Therefore, several additional steps are required to use GistIt on a BlackBerry with the 2.0 operating system.

As described in Section 2.1.1, GistIt sends commands to the server by forwarding email. The following example walks you through forwarding a GistIt ‘Summarize Body’ command to the server. The same steps would be used to forward an attachment for viewing on a device.

2.1.4 Example: ‘Summarize Body’

1. From your inbox find the message you wish to summarize and open it.
2. Bring up the BlackBerry mail menu by clicking on the thumb wheel.
3. Select “Forward Message”
4. This will bring up your address book entries (see Figure 2-4). Select the GistIt entry. This address entry was configured during installation. The GistIt entry is preceded by three curved lines. If this address is not present please contact your System Administrator or consult the GistIt Client Installation Guide.

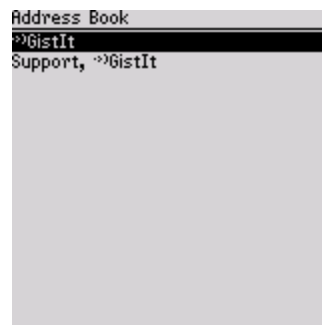


Figure 2-4 GistIt address listing

5. Click the thumbwheel to select the GistIt address.
6. Click the thumbwheel again to select ‘Use Email’. This will bring you into the message composition screen.
7. Click the thumbwheel to bring up the mail menu.
8. You will see a menu entry for GistIt (Figure 2-5). Scroll down to highlight the GistIt menu item and click the thumbwheel to bring up the GistIt menu.



Figure 2-5 GistIt menu item

9. You will now see a menu that displays the available GistIt commands (Figure 2-6).

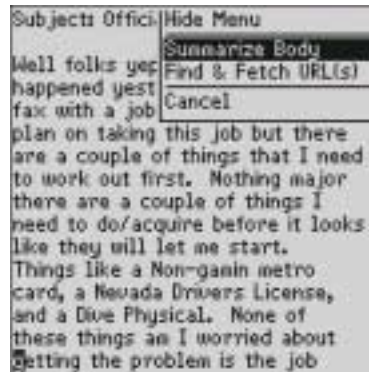


Figure 2-6 Available GistIt commands

10. Select the 'Summarize Body' command by scrolling down to highlight your selection and clicking the thumb wheel.
11. You will be returned to the original 'Compose message screen'. Now you must send the mail to the GistIt server.
12. Click the thumbwheel to bring up the BlackBerry mail menu.
13. Select 'Send Message' and click the thumbwheel. (Figure 2-7).



Figure 2-7 Sending the GistIt request to the server

2.1.5 Using the Formatted Viewer

GistIt's formatted document viewer preserves major formatting from original documents, presentations and spreadsheets. The GistIt viewer is available on BlackBerry 850, 857, 950 and 957 handhelds with the GistIt client.

GistIt responds to a 'View Formatted text' request with an email that contains a specially formatted attachment that can only be viewed inside the GistIt viewer. A 'G' icon is

displayed to the left of the message in the BlackBerry inbox. By default, when you open an email with GistIt's formatted attachment the viewer is launched, rendering the document on your BlackBerry. For information on how to change this 'Auto-Open' default to 'No' please see section 2.2.2, *Preferences*.

To manually open a formatted attachment, first open the response from GistIt. At the bottom of the email message you will see an attachment with the title 'GistItDocument-*original document title*'. Scroll the cursor down to the bottom of the message, or hit 'B' to jump to the bottom. Click the thumbwheel and choose 'Open Attachment' to launch the GistIt viewer.

Once the attachment is opened, the original filename is displayed in the top left corner of the screen. The formatted attachment can contain up to 32kb of information (standard BlackBerry messages provide 2kb at a time).

2.1.5.1 Viewing Formatted Word Processing Documents

The GistIt viewer supports table viewing, three font sizes (large, medium and small), bold and underlining as well as section breaks. GistIt renders the original document formatting with these characteristics preserved on the BlackBerry.

Since document section information is preserved within the GistIt viewer, the document is presented to the user section-by-section. In the top right corner of the screen the page number and total number of pages is visible (Figure 2-3). Users navigate between pages by clicking the thumbwheel to bring up the viewer menu. From the menu, choose either next or previous page.

In addition to using the menu system to navigate through a document, shortcut keys are available. The following table describes the shortcut keys and functions.

Shortcut Keys for Document and Presentation Viewer	
Shortcut Key	Function
T	Go to the top of the current page
B	Go to the bottom of the current page
Enter	'Screen' down – move down one screen length
Orange-Enter	'Screen' up – move up one screen length
N	Go to next page
P	Go to previous page
Escape	Go back one page or exit the document

2.1.5.2 Viewing Formatted Presentations

Presentations (e.g. Microsoft PowerPoint) are rendered through the viewer in a slide-by-slide format. This slide-by-slide format preserves the relative presentation position of text within the original slide. At this time, text formatting (font size, bold, underline) is not available though the viewer.

Presentation navigation works the same as the standard formatted document.

2.1.5.3 Viewing Formatted Spreadsheets

Spreadsheets are rendered in table format within the GistIt viewer. Text formatting is preserved as described in section 2.1.5.1, but table formatting is not rendered on the device. The columns are of fixed width, with cell content displayed at the top of the screen when the cell is highlighted.

User's can navigate through the cells using the thumbwheel, and through worksheets using the menu system. In addition to using the menu system and thumbwheel to navigate through a spreadsheet, shortcut keys are available. The following table describes the shortcut keys and functions for spreadsheet viewing. Note there are additional shortcut keys for use with spreadsheets.

Shortcut Keys for GistIt Spreadsheet Viewer	
Shortcut Key	Function
T	Go to the top left cell of the current worksheet
B	Go to the bottom right of the current worksheet
L	Go to the left-most cell in the current row
R	Go to the right-most cell in the current row
U	Go to the top of the current column
D	Go to the bottom of the current column
N	Go to next worksheet
P	Go to previous worksheet
Escape	Go back one worksheet or exit the document

2.2 Using GistIt features through the main BlackBerry Screen

Several application features are available through the GistIt icon found on the main BlackBerry screen. GistIt provides access to URL lookup and Directory services through this interface.

2.2.1 Navigating the GistIt interface

Access the main GistIt application by highlighting the "GI" icon on the main BlackBerry screen and clicking the thumbwheel. GistIt has a title bar that says 'GistIt Shortcuts' and then a list of the features you can access. Please note that these features are different than those available through the GistIt mail menu.

Notice the plus (+) symbol to the left of some of the menu options. This indicates that there are sub-menus for that item. To view next level down in the menu tree, click the thumb wheel and select 'Next'. This will cause the sub-items to be displayed. The name of the previous heading will be displayed at the top of the screen.



Figure 2-8 GistIt Application Navigation

2.2.2 Setting GistIt Preferences

The GistIt client contains some user configurable preferences that enable users to define some GistIt defaults.

Preference	Function
Summary Length	Defines the amount of information returned in a summary. Summary length is measured in total number of characters. GistIt sends sentences to the user until the summary threshold is exceeded. The default is 1500 characters.
Viewer Auto-open	GistIt uses a custom viewer to render formatted documents on the BlackBerry. The formatted documents are sent to the BlackBerry as an attachment. The user can choose to either have the viewer opened automatically, or manually. The default setting is 'yes' to open the formatted attachments.

Preferences are set within the main GistIt application, off the main BlackBerry application screen. To change preferences:

Enter the GistIt application

Click the thumbwheel to bring up the GistIt pop-up menu

Scroll down and click the thumbwheel to select preferences (Figure 2-9)

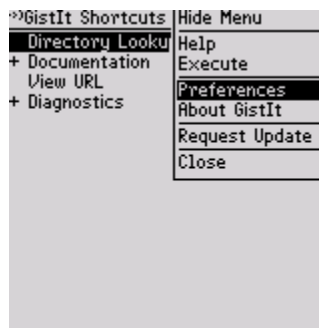


Figure 2-9 Select preferences from the GistIt menu

The GistIt preferences screen will appear, displaying the current settings. To change the values of either field:

1. Scroll to select the preference you would like to change
2. Click the thumbwheel to access the menu
3. Choose 'change option'
4. Follow the prompts to change the setting
5. Click the thumbwheel to exit, choosing 'save options'.



Figure 2-10 GistIt Preferences screen

2.2.3 Directory Service Lookup

Please Note: Your corporate directory provides the information available through Directory Lookup. If more information is required, please contact your system administrator.

To access Directory Lookup scroll down with the thumbwheel to highlight the Directory Lookup menu item and click the thumbwheel. Next, scroll down on the pop-up menu and select Execute. This will open up the pop up box found in Figure 2-11.



Figure 2-11 GistIt application screen with pop-up for data entry

Enter in the last name information that you would like to search for in the directory. Partial information is accepted – GistIt automatically appends a wildcard search to the end of the input data. After you click enter, you will also have the opportunity to enter first name information.

Once all data has been entered for your search GistIt will request the information from the corporate directory server. GistIt will send the results of the search to you in an email. The Directory lookup email is composed of a narrative email with the requested data and a structured attachment. The resulting email message (Figure 2-12) enables you to review the requested information; the attachment can be added to your BlackBerry Address Book.



Figure 2-12 Directory Lookup result

Add the results of the directory search to your BlackBerry address book by scrolling down to the bottom of the email. The cursor should be placed over the attachment entry that you would like to add to your address book. If multiple attachments were returned, each record can be added one at a time. After you select the attachment that you would like to add, click the thumbwheel to open the menu. Next scroll down and select ‘Open Attachment’ (Fig 2-13).



Figure 2-13 Open Directory Lookup attachment

Clicking the thumbwheel to open the attachment will bring up the structured data that will be added directly to the BlackBerry address book (Figure 2-14).

Address Attachment
First: Raj
Last: Lingam
Email:
Company: SRA International
Work: 703-
Address1: 4300 Fairlakes Circle
Address2: FL5581
City: Fairfax
State/Prov: VA
ZIP/Postal Codes: 22033
Country: US

Figure 2-14 Open Directory Lookup attachment

The address attachment will look exactly like a normal address book record. Save this information to your address book by clicking the thumbwheel and selecting save address (Fig 2-15).

Address Attachment	Hide Menu
First: Raj	Save Address
Last: Lingam	Cancel
Email:	
Company: SRA International	
Work: 703-	
Address1: 4300 Fairlakes Circle	
Address2: FL5581	
City: Fairfax	
State/Prov: VA	
ZIP/Postal Codes: 22033	
Country: US	

Figure 2-15 Save contact in BlackBerry address book

Please Note: The maximum number of responses to a Directory lookup is set at the system level. You may need to refine your search if the contact information is not returned in the initial response.

2.2.4 Requesting an Update to your GistIt client

Since the GistIt BlackBerry client is updateable via email, when your system administrator posts updates on the GistIt server, you can request an update. To do so, open the GistIt application. Click on the thumb wheel and select Request Update. Then wait for a response from the server. If you see a small icon with the letter 'G' instead of the normal mail icon, that means there is a GistIt update attached to the message. To activate this update, open the message, scroll down to the attachment and select "Open Attachment" (Figure 2-14).



Figure 2-16 Activating an update

Doing this will begin the update process. You will be notified when it is complete.

2.3 Using GistIt without the client software

The GistIt client software is not required (and cannot be installed) for users of the BlackBerry 5800 series devices or for non-RIM devices. Users of these devices access GistIt by forwarding an email message and a simple command to the GistIt server you can invoke GistIt.

2.3.1 GistIt Manual Commands

If the GistIt client is not available, the user can enter simple commands into the body of a message and send them to GistIt. The commands must be entered on the first line of the email body that is sent to GistIt.

Please Note: Formatted viewing is not supported on these devices. Formatted viewing is only supported on RIM BlackBerry 850, 857, 950, 957 devices.

The commands that can be sent to GistIt are:

Feature	Command Syntax	Notes	Example
Help	HELP	Provides a brief description of all commands with syntax in an email	Help
View	VIEW	Returns all attachments as plain text	View
Directory Lookup	DIR [last_name] [first_name]	Directory Lookup will query the corporate directory server for the user information specified. A partial first or last name can be used.	DIR Doe J
Summarize Body	Sumbody [size]	Returns a [size] character summary of the email message body. [size] defaults to 1500 characters.	sumbody 1000
Summarize Attachments	SUM [size]	Returns a summary of all attachments. Each attachment is summarized to [size] characters. Size defaults to 1500 characters.	sum 2000
View URL	URL [web address]	Returns the textual content of the web page specified to the user in an email.	URL www.gistit.com
Find & Fetch URL	FIND	Search through the email message body to find and retrieve a URL. The URL is fetched and textual content delivered to the user in an email.	FIND

2.3.2 View attachment example

Figure 2-17 below shows a view attachment command that is going to be sent to GistIt to retrieve the plain text content from the attachment. The command must be entered in the first line of the forwarded email in order for the GistIt server to find and process the command. The server will send the response in a separate email.

```

To: ->GistIt (Email)
Subject: Fw: Interesting Article
View

-----Original Message-----
From: Brian Michl
To: 'lingamr@verdi.sra.com'
Sent: Mar 14, 2002 5:28p
Subject: Interesting Article

Attached.

```

Figure 2-17 View attachment request entered into message body

3 Gathering GistIt Information for Troubleshooting

3.1 Determining Application Versions

The GistIt application has two versions at any given time. This is due to the wireless upgrade ability of the client software. The first version, the DLL version, refers to the version of the software that cannot be upgraded wirelessly. This version should change relatively infrequently and will only occur when a Client Upgrade is performed through the BlackBerry Desktop Manager. The second version, the Update version, refers to the version of the wireless update on your device. This will be changed whenever you request and process an update. The following sections outline how to determine these two versions.

3.1.1 GistIt DLL Version

1. From the Application Ribbon, scroll to the “OPTIONS” item and open it.
2. Scroll to the “Status” item and select it.
3. Scroll down until you see an entry that says, “GistIt:” with a corresponding decimal separated number.
4. This number is your DLL version. On a 2.0 device there will be 3 numbers separated by decimal points, on a 2.1 device there will be 4.

3.1.2 GistIt Update Version

1. From the Application Ribbon, scroll to the “GistIt” item and open it.
2. Click the Thumb Wheel to bring up the main menu.
3. Select the “About GistIt” menu item.
4. This screen will display the Update version with a line that looks something like “Client v1.2.1 for BlackBerry 2.x”. The numbers after the “v” are your Update Version.